

## **PAUL C. LISZEWSKI**

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### **OBJECTIVE**

A twelve-year industry veteran, whose Quality Assurance and customer-facing background spans Quality Assurance, Internet, personal security software for PCs and Mobile Devices and operating systems, refocusing his career path to Program and Project Management. My objective is to grow with a team and to best utilize my skill-set to bring innovative software and technology into people's lives in unique and creative ways.

### **PROFESSIONAL EXPERIENCE**

**AKQA**, San Francisco, California

2006 – Present

QA Manager, 2006 – Present.

Led the Quality Assurance Department and Policies for an award winning, Interactive Advertising Agency. Oversaw the team's testing efforts for all projects that included test planning, defect tracking and website maintenance of on-going projects.

Clients: Visa, Xbox, Nike, Kraft, Target, McDonalds and Microsoft.

- Opened channels of communication with the Project Management Department that led to more efficient reporting of projects within the Creative and Technology Development Teams.
- Created and implemented standards for the company's website. Reduced the required development and release time from weeks to days.
- Developed initial testing strategies for the testing of Mobile Sites.
- Successfully managed over 200 projects, which included banner campaigns, CRM emails and rich interactive websites, while maintaining strict quality standards and meeting rigorous deadlines.

**Symantec Corporation**, Santa Monica, California

2003 – 2005

Sales Engineer, OEM Sales Team, 2005-2006.

Served as the initial point of technical contact to OEM Computer Vendors, for OEM Consumer and Enterprise Security Software. Presented technical presentations for Technical Product Managers and Corporate Executives to influence decisions on pre-installed security software solutions.

Client: Gateway

- Created and delivered product demonstrations to Call Center Representatives to troubleshoot consumer issues and to improve upgrade sales of the pre-installed security solution.

On-Site Analyst, 2004 - 2005.

Framed the initial job description and responsibilities for On-Site Analysts. Performed testing and research for defects and performance. Maintained a close relationship with the Sales and Marketing Team, the OEM-SQA and Development teams and the partner while onsite to provide a smooth flow of information.

Client: HP Consumer Products Division

- Conducted on-site research in conjunction with the client Engineering Department to reduce high-profile defects that confirmed Symantec's customer-focused vision for the client. Led to the continuation of the \$150M contract and Symantec's default position on the desktop of consumer desktops, laptops and Media Center PC's.
- Defined and scoped internal-tools to allow client to create and maintain firewall rules, which reduced the number of customer service calls and increased profitability for the client.
- Received two A++ Awards for outstanding efforts made to strengthen the Symantec-HP OEM relationship.

Senior QA Analyst, 2003 - 2004.

Created, maintained and executed test cases for the Macintosh Products and Wireless Divisions. Performed

Quality Assurance testing, documented and regression of defects.

- Received an A++ Award for efforts during the initial product release of Symantec AntiVirus for Handhelds.

**Listen.com**, San Francisco, California

1999 – 2001

Quality Assurance Manager/Release Manager, 1999 – 2001.

Managed the release of new computer code including bug fixes and feature releases for a syndicated music website. Coordinated final implementation of projects between various teams and supervised the product release for customer use. Maintained release schedule of all software engineering projects. Documented various processes for increased development efficiency, maximum flexibility and high levels of quality.

**BuyDirect.com/Beyond.com**, San Francisco, California

1998 – 1999

Quality Assurance Manager, 1998 – 1999.

Managed the quality assurance program for an e-commerce site for downloadable software products.

**Palm Computing/3Com**, Mountain View, California

1998

Contract Quality Assurance Engineer, 1998.

Performed Software Quality Assurance for the Palm OS. Reported defects to the engineering team utilizing black box testing strategies.

**Apple Computer, Inc.**, Cupertino, California

1996 – 1998

Quality Assurance Test Engineer 1996-1998.

Executed Software Quality Assurance for various projects. Identified, isolated and reported defects to the engineering teams. Regression tested the fixes for verification.

## **EDUCATION**

BS in Psychology, 1996.

Towson State University, Towson, Maryland.